

**CURTIN
STUDENT
GUILD**

ANNUAL

2023

REPORT



* OUR MISSION

Create a fun and vibrant community that maximises the student experience.

* OUR VISION

To be the leading independent student-run organisation in Australia, which is highly valued by all of the university community, especially our members.

* OUR VALUES

Autonomy

Student control of student affairs for the benefit of our members

Diversity

Our behaviour builds trust

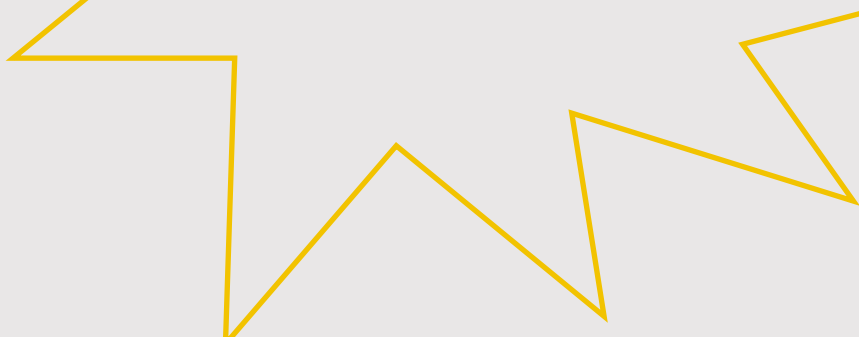
Integrity

Valuing difference between people and standing for equity, equality and fairness

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PRESIDENT'S REPORT



Jasmyne Tweed, Guild President





Campus activities and events took off in 2023.



As elected student representatives, we want to make a difference for students today and in the future. The Universities Accord process which commenced in 2022 provided an opportunity for students to have a say in how higher education in Australia could better meet their needs. In our submissions we highlighted many areas including deficiencies in Government funding, inequity of the Jobs Ready package, the unfair HECS repayment policy, financial pressures of mandatory placements, limited options to access Government financial support and a failure to meet the needs of our most vulnerable students.

The Curtin Student Guild was the only student-led organisation that submitted at every stage of the Accord process and we welcomed the inclusion of many of our recommendations in the Accord's interim and final reports.

At the State level, the Guild responded to the Government's review of whether structural reform was needed across WA universities by reinforcing that any change must put the needs of students first. The outcome of that review has not yet been made public.

The Guild worked closely with the National Union of Students to highlight a range of education and welfare issues including the student housing crisis, student poverty and debt burden, the call to end the indexation of student loans, climate change and the Voice referendum.

We called for Curtin University to address the entitlements of casual workers and to create additional permanent teaching and research positions, recognising that our lecturers, tutors, supervisors and support staff were the heart of the university.

The Guild negotiated improved support from Curtin for students arriving in Perth facing unprecedented housing shortages and sky rocketing rents. At the same time, we succeeded in extending a WA Government subsidy for international students to assist with accommodation costs. We worked on behalf of students living in campus accommodation who experienced safety and ongoing

maintenance issues. As well, we partnered with Make Renting Fair to lobby the State government for legislation that enhanced protections for students living on campus and in other housing arrangements that fell outside the WA residential Tenancy Act.

Campus activities and events took off in 2023 with our student community putting the disruption of the COVID years behind them. Guild events attracted almost 50,000 students. New events such as Love Week, Mind Mojo, Rave Cave and Y2K were enthusiastically received and well attended. Our 93 affiliated clubs representing 15,000 members benefitted from an extra grant from Curtin which together with SSAF (Student Services Amenity Fee) funding underpinned 1200 events.

Your Guild representatives handed out giveaways, cooked barbecues, made pancakes, delivered lollipops for Love Week, helped students stress less during exams, modelled Toga outfits, attended conferences, taste tested Guild food, promoted our events on socials, sat on 1123 student disciplinary panels and more than 30 university committees to make sure Curtin students were supported and getting the most out of their university experience.

Always looking for ways to make things easier for students we introduced digital registration for our member discounts resulting in 22,000 signups.

Each year we survey students to find out how they are going and how well the Guild is meeting their needs. Students gave the Guild an 80% satisfaction rating.

We worked on a Memorandum of Understanding (MOU) with Curtin Colombo to provide services for students attending university in Sri Lanka and revised the Student Partnership Agreement with the university.

The Guild's persistence paid off as Curtin reviewed the Academic Calendar and surveyed students and staff about whether they wanted the return of a second tuition free week. The answer was a resounding yes. While Curtin has not confirmed when

the academic calendar will be changed, we are hopeful it will be in 2025.

Parking has been a perennial source of student frustration. The Guild presented the university with a petition signed by 8000 students and staff members calling for changes to Curtin's parking system. We asked for a fairer model with reduced fines, more parking options and a user-friendly app. It has been an ongoing battle however we negotiated several improvements and wins for students.

On the governance side, we updated our regulations and by-laws removing inconsistencies, making club compliance easier and ensuring they were fit for purpose. This opened the door for the Western Australian Electoral Commission (WAEC) to oversee future Guild elections. We have introduced a new representative role, Vice President Sustainability and Welfare, which will ease the work load of our student team and allow us to focus more on these important areas.

We received university support for our plans to create new club facilities which will benefit so many students and make the Bentley campus even more dynamic. As part of this project we will update Café Central making it a more contemporary hospitality and event space. It was fantastic to see the Robertson Library reopen in 2023 with the renovated Guild Café Library which has over the years caffeinated and nourished so many students.

JASMYNE TWEED
55th Guild President

MANAGING DIRECTOR'S REPORT



Members received discounts of \$396,552 in 2023 at our outlets.



David Luketina,
Managing Director



2023 was our first year of 'post Covid-19 normality'. It was great to see students returning to campus and to be able to provide our services uninterrupted. Challenges included staffing, surging inflation and Angazi Café still being closed due to issues with building 408. In addition, there was increased competition due to new food and beverage outlets opening as part of the Curtin Exchange development.

If 2022 was the year of adaption (due to rapidly changing circumstances), then 2023 was the year of review to prepare ourselves for the future. We stepped back and looked critically at how we deliver our services. In particular, we looked at our governance structures and processes, commercial activities, the way we support clubs, and our digital communications. Numerous changes will be implemented in 2024 and will aid our unabating goal of creating a fun and vibrant environment for members so that they can enjoy and succeed in their university experience.

Around 15,000 students were supported across 93 clubs in 2023. Combined, clubs ran in the vicinity of 1200 events. The outlook for these clubs is exciting, with processes streamlined, our support and training improved, and our clubs system TidyHQ now running smoothly and assisting clubs' officers to hand over from one year to the next. There is now an additional clubs officer on staff to ensure that clubs are provided with improved support and we have championed a dedicated space for clubs and the university will undertake planning for this in 2024.

Changes delivered in 2023 include a major refurbishment of the Guild's Library Café completed in time for the start of semester 1, 2023. As part of this, the coffee kiosk was enlarged and the food offering revised and updated. We replaced our outdated financial system with MYOB Advanced and our customers can now place and pay for their Kirribilli Catering orders online. Also, we implemented new processes and staff training to comply with the new food safety standards.

As always, our elected office bearers did an outstanding job of representing students while our staff used their usual amazingness to keep our operations going. Our operations included providing over more than 495,000 hot beverages and 53,000 cakes or cookies. Our general store GMart had over 221,000 sales including 16,958 SmartRider card recharges and 11,744 uniform sales. While Guild Café Basement alone sold 9,883 kebabs and 5085 pizzas. The Tav sold 11,246L of beer comprising 15 different types. We continued our membership discount of 10% resulting in members receiving discounts of \$396,552 in 2023 at our outlets.

To enhance the campus experience, we delivered vibrant events with a focus for our 2023 events and activities being to better reflect Gen Z aesthetics and trends. We kicked off with O-Week and O-Day - both being very successful with 8,000-10,000 attendees and positive feedback. Toga was held in March with attendance in excess of 900 guests while 340 attendees enjoyed the Under the Sea Odyssey themed Guild Ball, and more than 10,000 people attended the street festival Pasar Malam at the end of the year.

In 2023 our Student Assist team dealt with an ever-increasing case load (over 3,316 sessions to support students covering academic/university, welfare and personal issues). The Loan laptop program saw a total of 65 laptop loans to students, 1,226 students did our life skills courses and emergency relief was provided to 84 students. The team worked with the university and various schools and departments on a range of matters such as supporting students in appeals processes, advocating for procedural improvements, providing assistance to those disclosing sexual assault/sexual harassment experiences as well as supporting students in unique and unconventional circumstances. To address the increasing case load, in 2024 we will engage an additional student assist officer.

Although our engagement scores are currently two to three times better than

higher education benchmarks, we are refreshing our branding and developing a new digital engagement strategy to be delivered in 2024.

Food and beverage sales were lower than budgeted due to the campus being quieter than anticipated plus competition from new outlets in the Exchange precinct. This, coupled with rising staffing costs and rising cost of goods, resulted in a total comprehensive loss of \$637,755 at 31 December 2023 - this is after a non-cash cost of \$661,933 for depreciation and amortisation. The key components of the 2023 revenue were \$6,818,404 from trading and operating activities and \$3,955,305 from grants and SSAF. The main costs were \$5,929,991 for staffing and \$2,990,507 for the cost of sales expenses.

Going forwards the commercial operating environment continues to be challenging. In response, we will close The Lab (our bubble tea outlet), relaunch Malloakup Cafe, and streamline our offerings. We are planning for the Lab to be converted to a student kitchenette

We look forward to being an integral part of the Curtin community and supporting our members in 2024 and beyond.

DAVID LUKETINA
Managing Director

2023 STUDENT REPRESENTATIVES

Executive



Guild Executive – From left Hannah Northey, Athina Hilman, Dylan Botica, Jasmyne Tweed and Veronika Gobba. Not pictured Salwa Kilzi.

Guild Councillors

Jacque Bicanic
Yie Xin Cheong
Athina Hilman
Cassidy Pemberton
Hameed Mohammad
Alexandria Reader

Vishaal Ananth
Rey Nairn
Tahni Rowe
Aleena Shaji
Jasmyne Tweed
Max Zhang

Ordinary Representation Board Members

James Cabrera
Athina Hilman
Hannah Northey

Danica Scott
Veer Singh
Aleena Shaji

Faculty Representatives



Ryan Kirby

BUSINESS & LAW



Joren Regan



Max Zhang

SCIENCE & ENGINEERING



Hiba Alsoeady

HEALTH SCIENCES



Jude Soussan

HUMANITIES



Mitch Craig

**POSTGRADUATE
COMMITTEE PRESIDENT**



Ashok
Radhakrishnan



Bhaarath
Kathiravan

INTERNATIONAL STUDENT COMMITTEE PRESIDENT

Equity Departments



Rey Nairn

ACCESSIBILITY OFFICER



Imari Morris

QUEER OFFICER



Aleena Shaji

WOMEN'S OFFICER



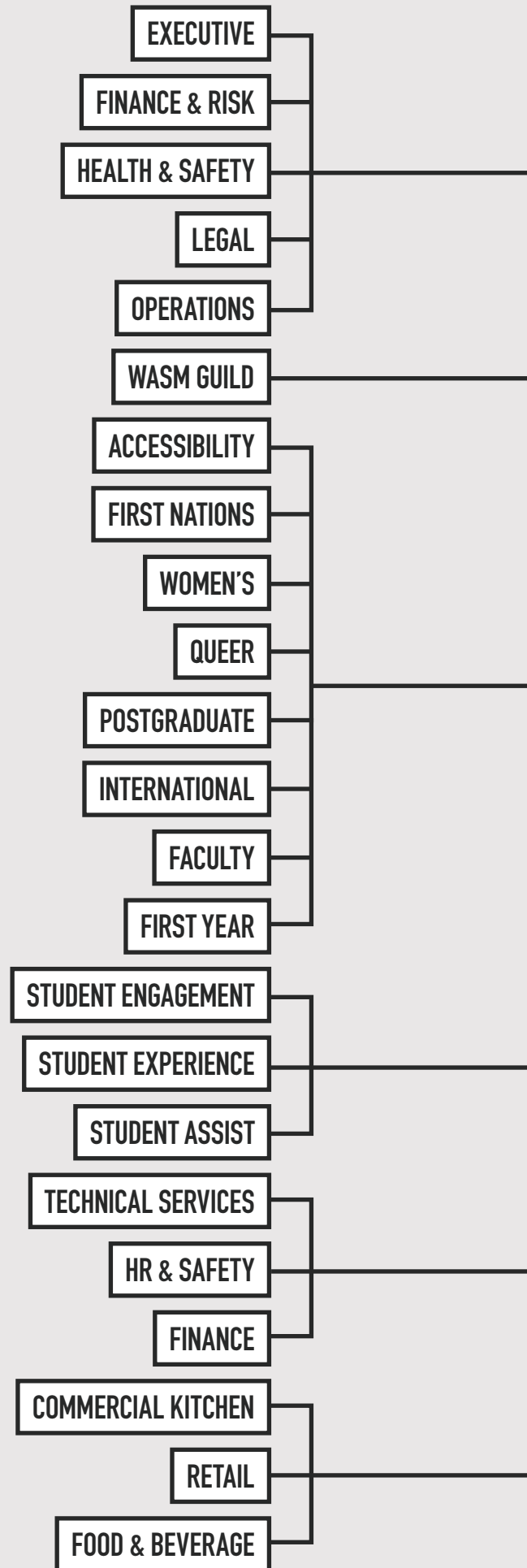
Elicia Lelliott

FIRST NATIONS OFFICER

For more information on Guild representatives
guild.curtin.edu.au/theguild/representatives

ORGANISATIONAL CHART

The Guild Council is the governing body of the Curtin Student Guild and its powers are set out in Curtin University of Technology Act 1966 - Statute No.4 - Student Guild.



EDUCATION AND REPRESENTATION ACTIVITIES

Guild representatives contribute to university boards, committees, working groups, student discipline panels as well as the Student as Partners agreement.

Academic Board	Student Experience Program Steering Committee	Faculty of Science and Engineering Faculty Executive
Learning and Student Experience Committee (LSEC)	Student Voice Australasia Operational Group	Science Board
University Health and Safety Committee	Respect at Curtin advisory group	Engineering Board
Global Positioning Committee	Student Services and Amenities Expenditure Advisory Committee	Faculty of Health Sciences Academic Board
Student Discipline Panels	Courses committee	Faculty of Health Sciences Learning and Teaching Committee
Students as Partners	University Admissions Committee	Faculty of Health Sciences Courses Committee
FBL Strategic Review Board	Faculty of Business and Law Strategic Review Board	Faculty of Humanities Learning and Teaching Committee
Deadnaming Working Group	Faculty of Business and Law Learning and Teaching Committee	Faculty of Humanities Courses Committee
Diversity Inclusion and Belonging Committee	Faculty of Business and Law Courses Committee	Research Committee
Curtin Medical School Diversity Inclusion and Belonging Working Party	Faculty of Science and Engineering Learning and Teaching Council	
Universal Design Working Group		



INVASION DAY CAMPAIGN

Guild representatives took part in the Invasion Day Rally in recognition of 26 January as a day of mourning for many Aboriginal and Torres Strait Islander people.

THE VOICE

Curtin Student Guild supported the “Yes” campaign for The Voice referendum and encouraged eligible Curtin students to enrol to vote while ensuring that all students had access to information and resources about the referendum question.

ASSISTANCE FOR INTERNATIONAL STUDENTS

While the rental shortage in WA affected many students, international students were especially hard hit. Many had enrolled at WA universities only to discover that there was a shortage of accommodation and soaring rents. Curtin Student Guild negotiated assistance from Curtin University and secured an extension of the State Government accommodation subsidy.

RETURN OF TUITION FREE WEEKS

In 2021, Curtin University transitioned to a single tuition-free week for each of its two semesters. The change attracted criticism from students, staff and clubs who reported that it had an adverse impact on learning, teaching and campus culture. Guild representatives successfully negotiated for the review of the Academic Calendar to occur in 2023, which was 12 months earlier than scheduled. The review culminated in Curtin surveying students and staff to get their feedback about reinstating the second tuition free week. Support for the return of the second tuition free week was overwhelming and the Guild has advocated for the change to the academic calendar to occur in 2025.

SELF CERTIFICATION

The Guild advocated to continue the practice of self certification which allows students to apply for an extension without a medical certificate.

STUDENT ACCOMMODATION

We worked with Make Renting Fair WA to put a case to the State Government to have student accommodation included in the WA Tenancy Act. Thousands of students in Western Australia live in accommodation owned and/or operated by third party providers. However, there is no regulatory body that can intervene on behalf of students. Curtin Student Guild received complaints from students in on-campus accommodation about issues such as maintenance, transparency, safety and dispute resolution.

CAMPUS ACCOMODATION PRICE HIKES

The Guild drew public attention to the scale of Curtin's on campus accommodation price hikes at the end of 2023. Unilodge announced that it would increase its fees by an average of 40% or \$80 a week with an eight-bed apartment option increasing by almost 170% or \$7600 a year in 2024. This caused a significant amount of financial stress for many students

already having to deal with other cost of living pressures. As a result of the Guild's intervention Curtin introduced a hardship bursary which assisted some students but did not provide enough support for those whose rents were increasing by 170%. At the same time, a lot of students missed out as the application window was short while other students reported that although eligible their applications were not successful.

DEADNAMING

The Guild's student representatives achieved a major victory in advocating for students to use their preferred names at Curtin. The Guild worked with the university to identify solutions across all of Curtin's information systems. And at the same time, we successfully lobbied for students to have the option of having their preferred name called out at graduation instead of their legal name. This benefitted not only the trans and gender diverse communities but others who chose to use a different name from the one on their birth certificate.

SUBMISSION INTO THE USE OF AI IN THE AUSTRALIAN EDUCATION SYSTEM

The Curtin Student Guild made a submission to the House Standing Committee on Employment, Education and Training inquiry into the issues and opportunities presented by generative Artificial Intelligence (AI)

SUBMISSIONS TO THE AUSTRALIAN UNIVERSITIES ACCORD

Curtin Student Guild made two submissions to the Accord process in 2023, following on from our initial submission in 2022, which responded to the panel's interim report and its discussion paper. We called for action on the Jobs Ready Package, funding, income support, university governance and student experience. Many of the issues we raised were identified as areas of reform by the Accord panel. Curtin Student Guild was the only student-led organisation that submitted at every stage in the Accord process.

SUBMISSION TO THE SENATE EDUCATION AND EMPLOYMENT LEGISLATION COMMITTEE

Curtin Student Guild made a submission to the Senate Education and Employment Legislation Committee in response to its inquiry into the fairness of various tertiary and vocational education loan schemes by raising the minimum repayment threshold for these loans and tying it to the median wage, as well as removing the indexation of those loans.

NEW STUDENT FEEDBACK TOOL

We worked with Curtin to introduce a new student learning and teaching experience feedback tool to replace eVALUate that aimed to provide a simpler process for students to provide feedback on their units and learning experience.

NATIONAL UNION OF STUDENTS (NUS)

Guild representatives attended the National Education Conference and the President Summit

and worked with the NUS to raise awareness of a number of issues including sexual violence on campus, student housing, placements, the Voice referendum, changing the age of Centrelink independence so that more students could access Government financial assistance, climate change, ending student poverty and ballooning student loan debt.

INCREASE IN HDR STIPEND

The Postgraduate Student Committee successfully advocated for an 11.8% increase in the minimum full-time stipend for Higher Degree by Research (HDR) students at Curtin. The increase applied to both existing and new students and for both Research Training Program (RTP) and University strategic scholarships. The much needed increase lifted the stipend to \$32,250 a year from \$28,854 in 2022.

EXCELLENCE IN TEACHING AWARDS

The Excellence in Teaching Awards were established 23 years ago by the Curtin Student Guild to acknowledge the outstanding contribution of Curtin academics. Students nominate their teachers and the award winners are chosen by Guild faculty representatives. The Guild received 460 nominations in 2023.

STUDENT PARTNERSHIP AGREEMENT

The Guild reviewed the Student Partnership Agreement and made recommendations for the revised memorandum of understanding (MOU) between the university and the Guild for 2024-2026. The Student Partnership Agreement was established in 2020 to foster authentic partnership and have student representation across various university committees with the aim of assisting Curtin to better understand the perspective of students. During the revision process, there was consultation with many stakeholders and some changes were made. We felt it was important that the agreement recognised that the Guild was the primary student representative body on campus. At the same time, a reference to global campuses was added as was more information about the role of faculty representatives.

ACCESSIBILITY DEPARTMENT

The Guild provided advice to the Disability Inclusion Policy released in May 2023. A wheelchair-accessible laboratory location was introduced in B500. An inter-campus Laboratory Access Community of Practice was established to support the labs on campus become more accessible. We successfully advocated for implementation of automated transcription and captioning on iLectures and to have an all-campus accessibility audit carried out.

QUEER DEPARTMENT

As well as spearheading the deadnaming campaign, the Queer Officer worked with Curtin to improve the availability of all gender bathrooms, universal access toilets, sanitary bins, parent facilities and to reduce the stigma around anyone using any bathroom. At the same time, a lot of work was undertaken to create resources for Curtin staff to learn more about the use of pronouns.

STUDENT EXPERIENCE

Supporting our Students

STUDENT ASSIST CASES

The Guild's independent support service Student Assist provided **3313 sessions** to students in 2023 – a **3% increase from 2022**



97%

Academic / University Related Issues

3%

Non-Academic Sessions

Grants and Programs

LIFE SKILLS AND VOCATIONAL TRAINING

1104



Participants

135+



Course sessions

65 LAPTOP PROGRAM LOANS



180
Grants

Hardship

Emergency Aid

Childcare Assistance

Food

Accommodation

Text books

Bills

Clubs, Events, and Activities

93
Clubs

82

**95%
FREE**

EVENTS

47,000

ATTENDEES

13

MAJOR EVENTS

more than

1,200

CLUB EVENTS

15,000
student club
members

CLUB OF THE YEAR

Curtin eSports Club

BEST NEW CLUB

Finance & Financial
Planning Club Curtin

BEST CLUB EVENT

Curtin Filipino Students'
Society for 'Tiangge'

MOST IMPROVED CLUB

Curtin African
Students Association

PEOPLE'S CHOICE AWARD

Curtin Hindu Club &
Finance & Financial
Planning Club Curtin

COMMUNITY AWARD

Curtin Tabletop

HIGHLIGHTS

- * Semester one and two **Guild 0 Day** had a combined attendance of more than 17,000
- * Return of **EMAS** on-campus electronic music festival
- * More than **40 professional development workshops** facilitated by clubs for members
- * New week-long initiatives **Mind Mojo** and **Love Week**
- * **Review of club support** to streamline and improve services
- * Increased number of **free Guild BBQs** and **food giveaways**
- * Pasar Malam attracted more than **10,000 people**
- * Toga Party had a **record attendance**
- * Successful **Rave Cave** end of semester event and **Y2K Fever** start-up party
- * Secured University support for a **Clubs Hub** on campus

COMMERCIAL SERVICES



- * With Angazi out of action due to the closure of Building 408 we found it hard to keep up with coffee demand at the northern end of campus forcing Concept Coffee Co to increase output to keep staff and student caffeinated
- * Combo deals were implemented at Guild café outlets providing value added options for our members

- * Guild Café Library opened as part of the refurbished Robertson Library and Kirribilli Catering commenced event service offerings on the upper floors
- * Recruiting for in-demand jobs such as cooks and chefs proved challenging and a market allowance for these roles was provided to improve retention

Top sellers at a glance



Lolly Wall treats

1,183,400



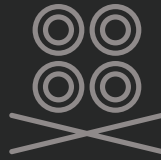
Coffee Orders

294,530



Sushi

43,500



Smart Ride Top Ups

16,954



Halal snack packs

14,764



Hash Browns

10,497



Basement kebabs

9,883



STUDENT SERVICES AND AMENITIES FEE (SSAF) EXPENDITURE IN 2023

The Student Services and Amenities Fee (SSAF) is used to provide a wide range of services and amenities to students and to support student-focussed initiatives such as sporting and recreational activities, employment and career advice, advocacy and support, financial issues and food services.



2023
SSAF

Received
by the Guild
\$3,205,305

50%
Curtin
University

50%
GUILD

36%
Student Activities,
Activations & Clubs

16%
Student
Representation
& Advocacy

20%
Student Support,
Training & Education

8%
Student
Engagement

13%
Outlet
Refurbishment

7%
Student Access To
Convenient, Quality And
Affordable Food & Beverage



FINANCIAL REPORTS

Curtin University provides a grant of \$750,000 to Curtin Student Guild

Grant Expenditure in 2023

ACTIVITY OR SERVICE	PORTFOLIO	2023	2022
Student Welfare	Student Assist	111,369	110,433
Student Societies	Student Experience (clubs)	76,879	79,191
Student Publications	Student Engagement	230,779	214,116
Social Activities	Student Experience (events)	120,247	123,863
Student Representation and Advocacy	Student Representation	90,726	102,397
SSAF Admin Costs **		120,000	120,000
Total		750,000	750,000

* Includes support costs

** Paid to Curtin university



Financial Performance*



	2023	2022
Revenue		
Sale of Goods	6,818,404	5,941,789
Rendering of Services	182,618	169,009
Rental Income	21,392	21,392
Finance Income	49,088	15,133
Other Income	4,124,756	4,156,343
	11,196,258	10,303,666
Expenses		
Cost of Sales	(2,990,507)	(2,542,934)
Employee Benefits Expense	(5,929,991)	(5,382,987)
Depreciation	(661,933)	(568,820)
Interest Expense on Lease Liability	(8,245)	(8,395)
Occupancy Expenses	(532,928)	(394,499)
Administrative Expenses	(438,885)	(365,801)
Finance Costs	(65,989)	(57,986)
Other Expenses	(1,205,535)	(1,130,890)
	(11,834,013)	(10,452,312)
Operating Profit/(Loss) from Operations	(637,755)	(148,646)

*The Guild's financial year is from 1 January to 31 December

FINANCIAL REPORTS

Cash Flow Summary

	2023	2022
Cash Flows from Operating Activities		
Receipts from Students/Customers	7,751,872	7,101,270
Receipts from SSAF	3,205,305	3,143,595
Interest Paid	(8,245)	(8,395)
Payments to Suppliers & Employees	(10,946,464)	(10,310,848)
Interest Received	49,088	15,133
Net Cash (used in)/provided by Operating Activities	51,556	(59,245)
Cash Flows used in Investing Activities	(597,611)	(337,468)
Cash Flows used in Financing Activities	(84,711)	(82,442)
Net Decrease in Cash Held	(630,766)	(479,155)
Cash at Beginning of Financial Year	3,691,641	4,170,796
Cash at End of Financial Year	3,060,875	3,691,641



Financial Position

	2023	2022
Current Assets	3,693,087	4,159,739
Non-Current Assets	1,833,892	2,054,313
Total Assets	5,526,979	6,214,052
Total Liabilities	(1,785,050)	(1,834,368)
Net Available Assets	3,741,929	4,379,684

Profit/(Loss) from Operations has been derived from the following:

	2023	2022
Administration	122,016	45,034
Representation Services	(29,134)	10,134
Student Services	88,974	77,723
Commercial	(819,611)	(281,537)
Operating Loss from Operations	(637,755)	(148,646)

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